

Duke Power
South Carolina Disconnection Report
October 2004-December 2004
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193294
4Q04

Reason for Disconnection		Residential	Nonresidential	Note
Nonpayment		8942	511	
Nonpayment of Deferred Payment Agreement		2443	10	
TOTAL NONPAYMENT		11385	521	(1)
Energy Protection		1163	49	
TOTAL ENERGY PROTECTION		1163	49	(2)
Disconnect Final		6590	860	
Remove Final		479	1785	
TOTAL FINAL		7069	2645	(3)
Disconnect Transfer		3953	83	
Remove Transfer		45	45	
TOTAL TRANSFERRED		3998	128	(4)

The information provided in this report reflects the number of "accounts" disconnected, not the number of customers disconnected. A customer's service may be disconnected more than one time during the period for which the data is reported.

NOTES:

- (1) Customers accounts disconnected for nonpayment remain active for 7 calendar days before a disconnect or removal final order is worked.
- (2) Accounts disconnected for tampering and/or fraudulent use of electricity.
- (3) Accounts disconnected where the customer did not transfer to a new location.
The specific reason for the disconnection cannot be determined but the majority of accounts in this category represent customer requested disconnections. This category may also include a small number of accounts disconnected for safety or contract violations. This category could also include a small number of customers whose service had previously been disconnected for nonpayment, where service was not restored within 7 days and the account was final billed (see report on duration of interruption). Therefore, this number of accounts disconnected may be reported both in the nonpayment category and this category, i.e. counted twice, even though there was only one service disconnection.
- (4) Accounts disconnected where the customer established service at a new location.

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South Carolina
Residential
Disconnections per Day
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DISCONNECT REASON	ACCOUNT TYPE	DATE COMPLETED	NUMBER
Non Pay Disconnect	Residential	10/1/2004	100
Non Pay Disconnect	Residential	10/4/2004	154
Non Pay Disconnect	Residential	10/5/2004	153
Non Pay Disconnect	Residential	10/6/2004	212
Non Pay Disconnect	Residential	10/7/2004	208
Non Pay Disconnect	Residential	10/8/2004	174
Non Pay Disconnect	Residential	10/11/2004	140
Non Pay Disconnect	Residential	10/12/2004	165
Non Pay Disconnect	Residential	10/13/2004	177
Non Pay Disconnect	Residential	10/14/2004	227
Non Pay Disconnect	Residential	10/15/2004	187
Non Pay Disconnect	Residential	10/18/2004	231
Non Pay Disconnect	Residential	10/19/2004	162
Non Pay Disconnect	Residential	10/20/2004	274
Non Pay Disconnect	Residential	10/21/2004	225
Non Pay Disconnect	Residential	10/22/2004	48
Non Pay Disconnect	Residential	10/25/2004	133
Non Pay Disconnect	Residential	10/26/2004	87
Non Pay Disconnect	Residential	10/27/2004	247
Non Pay Disconnect	Residential	10/28/2004	302
Non Pay Disconnect	Residential	10/29/2004	142
Non Pay Disconnect	Residential	11/1/2004	103
Non Pay Disconnect	Residential	11/2/2004	119
Non Pay Disconnect	Residential	11/3/2004	212
Non Pay Disconnect	Residential	11/4/2004	245
Non Pay Disconnect	Residential	11/5/2004	230
Non Pay Disconnect	Residential	11/8/2004	192
Non Pay Disconnect	Residential	11/9/2004	181
Non Pay Disconnect	Residential	11/10/2004	252
Non Pay Disconnect	Residential	11/11/2004	1
Non Pay Disconnect	Residential	11/12/2004	224
Non Pay Disconnect	Residential	11/15/2004	169
Non Pay Disconnect	Residential	11/16/2004	148
Non Pay Disconnect	Residential	11/17/2004	238
Non Pay Disconnect	Residential	11/18/2004	245
Non Pay Disconnect	Residential	11/19/2004	53
Non Pay Disconnect	Residential	11/22/2004	261
Non Pay Disconnect	Residential	11/23/2004	28
Non Pay Disconnect	Residential	11/24/2004	166
Non Pay Disconnect	Residential	11/29/2004	229
Non Pay Disconnect	Residential	11/30/2004	147
Non Pay Disconnect	Residential	12/1/2004	190
Non Pay Disconnect	Residential	12/2/2004	123
Non Pay Disconnect	Residential	12/3/2004	119
Non Pay Disconnect	Residential	12/6/2004	218
Non Pay Disconnect	Residential	12/7/2004	128
Non Pay Disconnect	Residential	12/8/2004	180
Non Pay Disconnect	Residential	12/9/2004	125
Non Pay Disconnect	Residential	12/10/2004	140

Oct 5,444

3,748

Nov 5,028

3,443

7,191

Dec 2,646

Total 13,118

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Non Pay Disconnect	Residential	12/13/2004	148
Non Pay Disconnect	Residential	12/14/2004	144
Non Pay Disconnect	Residential	12/15/2004	196
Non Pay Disconnect	Residential	12/16/2004	40
TOTAL			8942

✓ 1,751

Note: Nonpay disconnections temporarily suspended after 12/16/04

South Carolina
Residential
Disconnections per Day
For Nonpayment of Deferred Payment Agreement
October 2004-December 2004

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DISCONNECT REASON	ACCOUNT TYPE	DATE COMPLETED	NUMBER
DPA Non Pay Disconnect	Residential	10/1/2004	3
DPA Non Pay Disconnect	Residential	10/4/2004	86
DPA Non Pay Disconnect	Residential	10/5/2004	115
DPA Non Pay Disconnect	Residential	10/6/2004	94
DPA Non Pay Disconnect	Residential	10/7/2004	34
DPA Non Pay Disconnect	Residential	10/8/2004	25
DPA Non Pay Disconnect	Residential	10/11/2004	77
DPA Non Pay Disconnect	Residential	10/12/2004	89
DPA Non Pay Disconnect	Residential	10/13/2004	32
DPA Non Pay Disconnect	Residential	10/14/2004	22
DPA Non Pay Disconnect	Residential	10/15/2004	23
DPA Non Pay Disconnect	Residential	10/18/2004	39
DPA Non Pay Disconnect	Residential	10/19/2004	62
DPA Non Pay Disconnect	Residential	10/20/2004	41
DPA Non Pay Disconnect	Residential	10/21/2004	36
DPA Non Pay Disconnect	Residential	10/22/2004	27
DPA Non Pay Disconnect	Residential	10/25/2004	48
DPA Non Pay Disconnect	Residential	10/26/2004	96
DPA Non Pay Disconnect	Residential	10/27/2004	41
DPA Non Pay Disconnect	Residential	10/28/2004	26
DPA Non Pay Disconnect	Residential	10/29/2004	18
DPA Non Pay Disconnect	Residential	11/1/2004	41
DPA Non Pay Disconnect	Residential	11/2/2004	108
DPA Non Pay Disconnect	Residential	11/3/2004	69
DPA Non Pay Disconnect	Residential	11/4/2004	46
DPA Non Pay Disconnect	Residential	11/5/2004	23
DPA Non Pay Disconnect	Residential	11/8/2004	49
DPA Non Pay Disconnect	Residential	11/9/2004	87
DPA Non Pay Disconnect	Residential	11/10/2004	47
DPA Non Pay Disconnect	Residential	11/12/2004	46
DPA Non Pay Disconnect	Residential	11/15/2004	44
DPA Non Pay Disconnect	Residential	11/16/2004	78
DPA Non Pay Disconnect	Residential	11/17/2004	32
DPA Non Pay Disconnect	Residential	11/18/2004	24
DPA Non Pay Disconnect	Residential	11/19/2004	24
DPA Non Pay Disconnect	Residential	11/22/2004	39
DPA Non Pay Disconnect	Residential	11/23/2004	76
DPA Non Pay Disconnect	Residential	11/24/2004	37
DPA Non Pay Disconnect	Residential	11/29/2004	34
DPA Non Pay Disconnect	Residential	11/30/2004	91
DPA Non Pay Disconnect	Residential	12/1/2004	49
DPA Non Pay Disconnect	Residential	12/2/2004	24
DPA Non Pay Disconnect	Residential	12/3/2004	31
DPA Non Pay Disconnect	Residential	12/6/2004	68
DPA Non Pay Disconnect	Residential	12/7/2004	58
DPA Non Pay Disconnect	Residential	12/8/2004	31
DPA Non Pay Disconnect	Residential	12/9/2004	24
DPA Non Pay Disconnect	Residential	12/10/2004	19
DPA Non Pay Disconnect	Residential	12/13/2004	31

~~Out 5,444~~

1,034

~~1605 1,585~~

995

2,029

Dec 895
Total 7,924

South Carolina
Residential
Disconnections per Day
For Nonpayment of Deferred Payment Agreement
October 2004-December 2004

DPA Non Pay Disconnect	Residential	12/14/2004	49
DPA Non Pay Disconnect	Residential	12/15/2004	26
DPA Non Pay Disconnect	Residential	12/16/2004	4
TOTAL			2443

414

Note: Nonpay disconnections temporarily suspended after 12/16/04

Duke Power
South Carolina
Residential
Disconnections per Day
Energy Protection
October 2004-December 2004

DISCONNECT REASON	ACCOUNT TYPE	DATE COMPLETED	NUMBER
Energy Protection	Residential	10/1/2004	1
Energy Protection	Residential	10/4/2004	19
Energy Protection	Residential	10/5/2004	13
Energy Protection	Residential	10/6/2004	6
Energy Protection	Residential	10/7/2004	9
Energy Protection	Residential	10/8/2004	15
Energy Protection	Residential	10/11/2004	9
Energy Protection	Residential	10/12/2004	11
Energy Protection	Residential	10/13/2004	14
Energy Protection	Residential	10/14/2004	16
Energy Protection	Residential	10/15/2004	2
Energy Protection	Residential	10/18/2004	33
Energy Protection	Residential	10/19/2004	42
Energy Protection	Residential	10/20/2004	39
Energy Protection	Residential	10/21/2004	36
Energy Protection	Residential	10/22/2004	16
Energy Protection	Residential	10/25/2004	11
Energy Protection	Residential	10/26/2004	11
Energy Protection	Residential	10/27/2004	20
Energy Protection	Residential	10/28/2004	40
Energy Protection	Residential	10/29/2004	36
Energy Protection	Residential	11/1/2004	33
Energy Protection	Residential	11/2/2004	25
Energy Protection	Residential	11/3/2004	18
Energy Protection	Residential	11/4/2004	16
Energy Protection	Residential	11/5/2004	9
Energy Protection	Residential	11/9/2004	41
Energy Protection	Residential	11/10/2004	19
Energy Protection	Residential	11/11/2004	34
Energy Protection	Residential	11/12/2004	9
Energy Protection	Residential	11/15/2004	22
Energy Protection	Residential	11/16/2004	38
Energy Protection	Residential	11/17/2004	28
Energy Protection	Residential	11/18/2004	38
Energy Protection	Residential	11/19/2004	19
Energy Protection	Residential	11/22/2004	8
Energy Protection	Residential	11/23/2004	16
Energy Protection	Residential	11/24/2004	21
Energy Protection	Residential	11/29/2004	11
Energy Protection	Residential	11/30/2004	16
Energy Protection	Residential	12/1/2004	17
Energy Protection	Residential	12/2/2004	9
Energy Protection	Residential	12/3/2004	13
Energy Protection	Residential	12/6/2004	11
Energy Protection	Residential	12/7/2004	21
Energy Protection	Residential	12/8/2004	35
Energy Protection	Residential	12/9/2004	17
Energy Protection	Residential	12/10/2004	28
Energy Protection	Residential	12/13/2004	35
Energy Protection	Residential	12/14/2004	35
Energy Protection	Residential	12/15/2004	30
Energy Protection	Residential	12/16/2004	33
Energy Protection	Residential	12/17/2004	22
Energy Protection	Residential	12/20/2004	11
Energy Protection	Residential	12/21/2004	16
Energy Protection	Residential	12/22/2004	2

399

421

820

Duke Power
South Carolina
Residential
Disconnections per Day
Energy Protection
October 2004-December 2004

Energy Protection	Residential	12/27/2004	3
Energy Protection	Residential	12/28/2004	2
Energy Protection	Residential	12/29/2004	2
Energy Protection	Residential	12/30/2004	1
TOTAL			1163

343

Duke Power
South Carolina
Non-Residential
Disconnections per Day
For Nonpayment
October 2004-December 2004

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DISCONNECT REASON	ACCOUNT TYPE	DATE COMPLETED	NUMBER
Non Pay Disconnect	Non Residential	10/1/2004	10
Non Pay Disconnect	Non Residential	10/4/2004	11
Non Pay Disconnect	Non Residential	10/5/2004	11
Non Pay Disconnect	Non Residential	10/6/2004	19
Non Pay Disconnect	Non Residential	10/7/2004	17
Non Pay Disconnect	Non Residential	10/8/2004	7
Non Pay Disconnect	Non Residential	10/11/2004	14
Non Pay Disconnect	Non Residential	10/12/2004	15
Non Pay Disconnect	Non Residential	10/13/2004	13
Non Pay Disconnect	Non Residential	10/14/2004	14
Non Pay Disconnect	Non Residential	10/15/2004	16
Non Pay Disconnect	Non Residential	10/18/2004	5
Non Pay Disconnect	Non Residential	10/19/2004	11
Non Pay Disconnect	Non Residential	10/20/2004	11
Non Pay Disconnect	Non Residential	10/21/2004	7
Non Pay Disconnect	Non Residential	10/22/2004	11
Non Pay Disconnect	Non Residential	10/25/2004	17
Non Pay Disconnect	Non Residential	10/26/2004	11
Non Pay Disconnect	Non Residential	10/27/2004	5
Non Pay Disconnect	Non Residential	10/28/2004	7
Non Pay Disconnect	Non Residential	10/29/2004	9
Non Pay Disconnect	Non Residential	11/1/2004	6
Non Pay Disconnect	Non Residential	11/2/2004	6
Non Pay Disconnect	Non Residential	11/3/2004	5
Non Pay Disconnect	Non Residential	11/4/2004	5
Non Pay Disconnect	Non Residential	11/5/2004	12
Non Pay Disconnect	Non Residential	11/8/2004	12
Non Pay Disconnect	Non Residential	11/9/2004	5
Non Pay Disconnect	Non Residential	11/10/2004	12
Non Pay Disconnect	Non Residential	11/12/2004	9
Non Pay Disconnect	Non Residential	11/15/2004	18
Non Pay Disconnect	Non Residential	11/16/2004	3
Non Pay Disconnect	Non Residential	11/17/2004	4
Non Pay Disconnect	Non Residential	11/18/2004	4
Non Pay Disconnect	Non Residential	11/19/2004	11
Non Pay Disconnect	Non Residential	11/22/2004	2
Non Pay Disconnect	Non Residential	11/23/2004	4
Non Pay Disconnect	Non Residential	11/24/2004	9
Non Pay Disconnect	Non Residential	11/29/2004	13
Non Pay Disconnect	Non Residential	11/30/2004	8
Non Pay Disconnect	Non Residential	12/1/2004	6
Non Pay Disconnect	Non Residential	12/2/2004	7
Non Pay Disconnect	Non Residential	12/3/2004	1
Non Pay Disconnect	Non Residential	12/6/2004	13
Non Pay Disconnect	Non Residential	12/7/2004	9
Non Pay Disconnect	Non Residential	12/8/2004	18
Non Pay Disconnect	Non Residential	12/9/2004	12
Non Pay Disconnect	Non Residential	12/10/2004	16
Non Pay Disconnect	Non Residential	12/13/2004	14

241

148

389

Duke Power
South Carolina
Non-Residential
Disconnections per Day
For Nonpayment
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Non Pay Disconnect	Non Residential	12/14/2004	9
Non Pay Disconnect	Non Residential	12/15/2004	14
Non Pay Disconnect	Non Residential	12/16/2004	3
TOTAL			511

✓ 122

Duke Power
South Carolina
Non-Residential
Disconnections per Day
For Nonpayment of Deferred Payment Agreement
October 2004-December 2004

DISCONNECT REASON	ACCOUNT TYPE	DATE COMPLETED	NUMBER
DPA Non Pay Disconnect	Non Residential	10/4/2004	2
DPA Non Pay Disconnect	Non Residential	10/6/2004	1
DPA Non Pay Disconnect	Non Residential	11/3/2004	1
DPA Non Pay Disconnect	Non Residential	11/4/2004	1
DPA Non Pay Disconnect	Non Residential	11/5/2004	1
DPA Non Pay Disconnect	Non Residential	11/8/2004	1
DPA Non Pay Disconnect	Non Residential	11/24/2004	1
DPA Non Pay Disconnect	Non Residential	12/1/2004	1
DPA Non Pay Disconnect	Non Residential	12/2/2004	1
TOTAL			10

3

5

2

8

✓

Duke Power
South Carolina
Non-Residential
Disconnections per Day
Energy Protection
October 2004-December 2004

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DISCONNECT REASON	ACCOUNT TYPE	DATE COMPLETED	NUMBER
Energy Protection	Non Residential	10/4/2004	1
Energy Protection	Non Residential	10/8/2004	1
Energy Protection	Non Residential	10/11/2004	2
Energy Protection	Non Residential	10/12/2004	1
Energy Protection	Non Residential	10/13/2004	2
Energy Protection	Non Residential	10/18/2004	1
Energy Protection	Non Residential	10/19/2004	3
Energy Protection	Non Residential	10/20/2004	1
Energy Protection	Non Residential	10/21/2004	3
Energy Protection	Non Residential	10/22/2004	2
Energy Protection	Non Residential	10/25/2004	1
Energy Protection	Non Residential	10/27/2004	1
Energy Protection	Non Residential	11/1/2004	1
Energy Protection	Non Residential	11/2/2004	1
Energy Protection	Non Residential	11/5/2004	1
Energy Protection	Non Residential	11/9/2004	2
Energy Protection	Non Residential	11/10/2004	1
Energy Protection	Non Residential	11/11/2004	2
Energy Protection	Non Residential	11/12/2004	1
Energy Protection	Non Residential	11/15/2004	1
Energy Protection	Non Residential	11/16/2004	1
Energy Protection	Non Residential	11/17/2004	2
Energy Protection	Non Residential	11/18/2004	1
Energy Protection	Non Residential	11/22/2004	1
Energy Protection	Non Residential	11/29/2004	1
Energy Protection	Non Residential	12/1/2004	1
Energy Protection	Non Residential	12/8/2004	1
Energy Protection	Non Residential	12/9/2004	2
Energy Protection	Non Residential	12/13/2004	3
Energy Protection	Non Residential	12/15/2004	1
Energy Protection	Non Residential	12/16/2004	3
Energy Protection	Non Residential	12/17/2004	1
Energy Protection	Non Residential	12/22/2004	1
Energy Protection	Non Residential	12/29/2004	1
			49

19

16

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Duke Power
South Carolina Report
Duration of Involuntary Terminations
October 2004-December 2004

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Account Type	Number of Days to Reconnect	Number of Accounts Reconnected	% reconnected
Residential	0	6410	56.3%
Residential	1	1193	10.5%
Residential	2	317	2.8%
Residential	3	211	1.9%
Residential	4	120	1.1%
Residential	5	78	0.7%
Residential	6	85	0.7%
Residential	7	37	0.3%
Accounts reconnected within 7 days		8451	74.2%
Accounts not reconnected within 7 days*		2934	25.8%
Total nonpay disconnections		11385	

Account Type	Number of Days to Reconnect	Number of Accounts Reconnected	% reconnected
Non Residential	0	148	28.4%
Non Residential	1	61	11.7%
Non Residential	2	19	3.6%
Non Residential	3	15	2.9%
Non Residential	4	17	3.3%
Non Residential	5	6	1.2%
Non Residential	6	8	1.5%
Non Residential	7	5	1.0%
Accounts reconnected within 7 days		279	53.6%
Accounts not reconnected within 7 days*		242	46.4%
Total nonpay disconnections		521	

*NOTE: Duration data for customers reconnected at the same location after seven days, or those disconnected for fraud or tampering is not available. These customers would be given new accounts and treated as new customers. Most of the customers not reconnected within a short period have moved.

“Exhibit A”

Duke Power South Carolina Residential Delinquency Process January 31, 2005

Bills for residential service are due on the date of the bill and become past due 25 days after the date of the bill. (Duke Power revised the past due date from 15 days to 25 days several years ago for residential customers).

If a bill is not paid by the past due date, Duke Power must provide at least 10-days notice of disconnection pursuant to Public Service Commission of South Carolina (“PSCSC”) Rule 103-352; however, Duke Power does not discontinue service until the second month’s bill is past due.

Under normal circumstances, the disconnect notice is mailed with the second month’s bill and gives the customer approximately another 30 days to pay before service will be disconnected. If for any reason Duke Power is unable to place the disconnect notice on the bill, it is sent as a separate mailing to the customer more than 10 days in advance of the scheduled disconnection.

Additionally, pursuant to PSCSC Rule 103-352 (b), Duke Power mails a final notice to the customer several days in advance of the scheduled disconnect date. Duke Power also attempts to contact customers by telephone whose accounts are 60 and 90 days in arrears, and as many customers as possible who are 30 days in arrears, to remind them to pay and/or make payment arrangements.

Pursuant to PSCSC Rule 103-352, the Disconnect Notice (sent with the bill or by separate mailing at least 10 days in advance of disconnection) notifies the customer:

- of the availability of a deferred payment agreement;
- of the customer’s right to seek a waiver of disconnection during the months of December through March if he/she is unable to pay the bill in full and if a licensed physician has certified that termination of electric service would be especially dangerous to a member of the household;
- that they may want to contact a social service agency for assistance*; and
- of the availability of the PSCSC (now Office of Regulatory Staff) in resolving a dispute.

* Duke Power maintains a list of assistance agencies, by county. Customers who contact Duke Power indicating inability to pay their bills can be referred to specific agencies for assistance with their utility bill, in addition to other forms of assistance such as food, clothing, medicine, etc.

"Exhibit A", Page 2

Finally, it is Duke Power's policy to knock on the door and attempt to contact the customer immediately prior to disconnection. If the customer offers to pay at the point of disconnection, the representative will allow the customer one additional business day to pay. If the representative observes a situation where disconnection of service could be hazardous to the health of a household member, the representative has the authority to waive disconnection. If there is no answer, no obvious health concern or no commitment for payment, service is disconnected. A door hanger notice is left informing the customer of Duke Power's actions and how to arrange for reconnection.

In compliance with Rule 103-352 (f), Duke Power affords customers the opportunity to designate a third party to receive a copy of any disconnect notice. Copies of the disconnect notice and the final notice just prior to disconnection are then mailed to the designated Third Party.

Duke Power also voluntarily provides a service whereby customers can identify their household as one where a medical condition exists such that discontinuance of service may be hazardous to health. If the account is coded "medical alert", it is reviewed for special handling which includes additional attempts to contact the customer by telephone a few days in advance of disconnection. In addition, a medical alert sticker is affixed to the meter of medical alert accounts alerting the field service representative to a potential health situation before service is disconnected. Third Party and Medical Alert are promoted in new customer handbooks, through assistance agencies and via an annual bill insert. This bill insert was most recently provided to customers in November 2004.

If the customer has entered into a deferred payment agreement during this process, the times above are extended and additional notice(s) is provided before service disconnection occurs.

In addition to the above procedures, Duke Power voluntarily suspends disconnections for nonpayment during periods of extreme temperature. Duke Power suspends disconnects if the average forecasted temperature for the day is 32 degrees or lower, or if the heat index is predicted to be 105 or greater.